

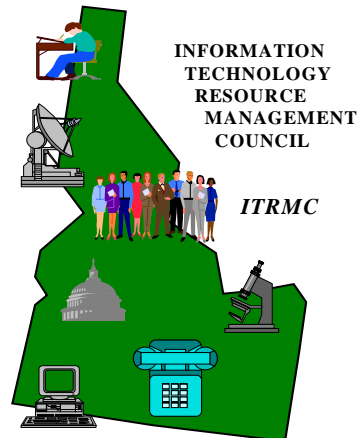


ITRMC Annual Report

*Information Technology
Resource Management Council*

To Governor & 54th Idaho Legislature

**April, 1998
ITRMC Project Team
Boise, Idaho**



“In my view, one of your foremost challenges as a task force is to set aside the turf protection and unreasonable fears and create a plan for implementing seamless information and telecommunication systems.

We’ve all heard and seen the wondrous things that can be achieved through technology. They will never be realized if we fail to implement a cohesive plan for state government – a plan that will first connect us, and then link us with the rest of the world.”

-- Governor Philip E. Batt
Addressing the InfoTech '96 Task Force
September 27, 1995

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Executive Summary

In Governor Philip E. Batt's charge to the InfoTech '96 Task Force in early 1996, he emphasized the People of the State of Idaho expect state government to develop cost-effective solutions for delivery of governmental services. He said the "*intelligent use of telecommunications and information technologies*" can be a way to fulfill this commitment and that effective use of telecommunications and information technology is critical to the vitality of Idaho's economy.

The Information Technology Resource Management Council, (ITRMC), was formed as a result of the task force findings, and given governance authority through HB661, approved by the 53rd Idaho Legislature. The Council is charged with facilitating a centralized approach to implementation of information technology on a statewide basis.

The purpose of this Annual Report is to present information about ITRMC strategic planning, actions, and initiatives specifically established, implemented, or designed to pursue a vision of a standardized and shared information technology infrastructure for Idaho state government.

Building the foundation for this vision began with the Council's first meeting on May 29, 1996, where members quickly identified the top IT issues challenging state agencies on an enterprise-wide basis. Though the issues remain complex and formidable, the process is moving forward, and progress is evident.

Through a collaborative approach, the ITRMC is making fundamental decisions and taking actions to shape and guide statewide IT direction. State agencies, from the smallest self-governing entity, to educational institutions and major departments, are participating in cooperative ways with the Council and the ITRMC Project Team in the acquisition and implementation of information technology.

By establishing IT policy, standards, and guidelines, the ITRMC is assisting these agencies in assuring their significant IT investment(s) support the vision of standardized, effective, and efficient statewide access to information and services. This process will be greatly enhanced with ITRMC development of risk assessment methodologies as recommended by Governor Batt and approved by the 54th Idaho Legislature. Agencies will use risk assessment procedures to assure cost-effective planning and implementation of their large-scale IT projects.

Executive Summary, continued...

Considering the substantial IT investment of Idaho state government – approximately \$123 million at the end of FY97 -- Idaho taxpayers expect and deserve maximum value in the delivery of vital services through the state's use of IT computers, systems, networks, applications, etc.

This report will review the efforts of the ITRMC over nearly a two-year period in building the foundation necessary in achieving its **Vision** to “*assure standardized, effective, and efficient statewide access to information and services.*”

ITRMC Key Accomplishments – May 1996 to Present

- **Formation of Council** with a solid and workable governance authority (Idaho Code, 67-5745 (A) (B) (C); providing a forum for addressing and establishing policy and guidelines for the state's critical enterprise-wide IT issues.
- **Development of IT Plan** providing direction for State of Idaho's IT infrastructure and the effective use of emerging information technologies and communication services on a statewide basis.
- **Development of IT Resource Summary** identifying for the first time the State of Idaho's investment and utilization of IT hardware, software, and human resources.
- **Building State Agency IT Collaboration** through formation of Subcommittees, Task Forces, and Work Groups. These groups of agency professionals explore and provide input to the Council relative to IT effectiveness in the following areas: Public Safety and Emergency Communications, Year 2000 Compliance, Electronic Commerce, IT Training, Recruitment, and Retention; and Geographic Information System (GIS) Utilization by State and Local Government.
- **Intergovernmental collaborative efforts** exist between the ITRMC and the **Western Governor's University**, SmartStates initiatives, the **State Board of Education**, the **Telecommunications Council**; the **Western Governors Association**, the **Idaho Public Utilities Commission**, the **State Council for Technology in Learning**, the **Idaho Law Enforcement Telecommunications Systems Board**, the **Idaho State Library Board**, the **Idaho Geographic Information Advisory Committee (IGIAC)**, **Reducing Idaho Bureaucracy Committee (RIB)**; the **Legislative Ad Hoc Joint Advisory Committee on Technology** and the **Information Systems Executive Committee (ISEC)**.

Executive Summary, continued...

- **Establishment and Adoption of Sound IT Policies and Standards** to take full advantage of the State of Idaho's IT resources, and to provide for the strategic deployment of information technologies across the enterprise, not yielding to numerous segregated tactical solutions implemented on a case-by-case basis.
- **Establishment of Aggressive Purchasing Strategies** in acquisition of major contracts including IntraLATA and InterLATA long distance services; and with various software and network vendors. The ITRMC, working with the Division of Purchasing, has put in place Master License Agreements with major IT vendors, Microsoft and Netscape, each significantly reducing the cost of software and time for purchase and installation. *Estimated Savings of \$2.25 million (annualized)*

As a part of many of these contracts, The State of Idaho has included a **public agency clause** enabling other tax-supported entities to enjoy the same cost-savings created by the agreements. This is good business for the State.

Major Initiatives Underway

- **Development of Risk Assessment Methodologies: SB1495** was approved by both the House and Senate of the 54th Idaho Legislature and signed by Governor Batt on March 20, 1998. In a letter to the ITRMC of January 21, 1998, he stated in part: *"with information technologies changing so rapidly, and costing so much, we must have a more standardized, extensive process in place for all agencies to use to effectively manage large-scale IT projects. A comprehensive risk assessment procedure, I believe, would greatly assist agencies in their respective agency-specific IT planning efforts; and would also provide analysis methods and tools for their use in enhancing project management"*.

The legislation, effective July 1, 1998, is a proactive measure to reduce the risk of costly, large-scale, IT project failures and follows Idaho state government IT policy of central coordination with local agency control and accountability.

- **Year 2000 Agency Reporting/Awareness Process:** All state agencies are reporting their respective Y2K compliance efforts to the ITRMC on a monthly basis. The Council is tracking and monitoring agency projects deemed critical (financial and/or public safety) to statewide operations. As part of the agency reports, estimated costs and time frames for compliance are included. COMSYS, Inc., a locally based

Executive Summary, continued...

information technology consulting firm, is under contract with the State of Idaho to provide human resources and technical expertise in remediation efforts for the state.

- **Development of Electronic Commerce Strategic Plan:** A major objective as part of ITRMC strategic planning is to encourage Idaho's public, private, and educational sectors to invest in research and development related to **electronic commerce**; and to encourage the state and those interacting within the state to conduct business electronically.

The Council formed an **Electronic Commerce Subcommittee** in December of 1997. The subcommittee is comprised of representatives from state agencies, the banking and business community, private industry, and health care. The subcommittee agreed that legislation be drafted for introduction this Legislation Session with the purpose of promoting effective on-line government by encouraging state and local government to conduct business using electronic media.

SB1496, the *Idaho Electronic Signature and Filing Act* was approved unanimously by both the House and Senate of the 54th Idaho Legislature and signed by Governor Batt on March 24, 1998. The new legislation permits the use of an electronic signature in lieu of a manual signature upon satisfying certain requirements. The proposed legislation is *optional*, and does not mandate the use of an electronic signature or prevent a public agency from continuing to accept or issue communications electronically if the agency is currently doing so.

- **IT Training, Recruitment, and Retention:** In response to the concerns expressed by state agency leadership and information technology professionals, the Department of Administration at the request of Governor Batt, coordinated a meeting in August where Executive Cabinet Directors and representatives addressed the current IT skill shortage. They also looked at ways to enhance the delivery of present information technology services. Training and Retention was identified as the top issue.

The recommendations were to better utilize existing workforce through statewide training; train for changing skill requirements (*staff not staying current with new technologies*); and encourage and promote cross-training opportunities between agencies and sharing of training resources.

As a result, the ITRMC instituted a pilot project where agency directors collaborated with the Council and the Project Team to help address this issue. The three-month pilot project ended on February 18, 1998, receiving excellent reviews. The Department of Labor provided approximately \$100,000 toward the pilot with the

Executive Summary, continued...

funding being used to assist agencies with costs of training, curriculum development, and evaluation. The curriculum was crafted to meet the needs of state agencies business management strategies. At the conclusion of the successful pilot, nearly 300 state employees from 20 different agencies were trained through 24 offered classes. A new program, ITTP (Idaho Technical Training Program) formally replaces the pilot, and is effective May 1, 1998.

- **Wide Area Network Coordination:** In an effort to better utilize statewide internal resources, the ITRMC is moving forward the concept of a centrally coordinated and managed information technology infrastructure. At the November 12, 1997 meeting, the Council put in place a policy empowering the Department of Administration with responsibility for design, implementation, and management of the state's WAN. This will allow Idaho State Government the opportunity to combine management and design of up to eight separate WAN's serving the same geographic locations into one. The primary focus is to meet the needs of state agencies while improving utilization of available resources.
- **Document Management Strategic Planning:** Early collaborative efforts are underway to address the state's utilization of document management and workflow technologies. By implementing a broad, intelligent standard and strategy for document management products, the state can preclude pockets of technology, save significant dollars, gain collective technical experience, and help ensure consistency of data storage and access across state agency boundaries – without infringing on the operational IT responsibilities of the individual agency.

In conclusion, the ITRMC is working diligently to maximize the efficiencies of the State of Idaho's utilization of evolving information technologies -- a process greatly helped when all agencies work together toward a shared vision.

Because advances in technology provide service enhancement and cost-saving opportunities for the State, the ITRMC will continue to establish statewide IT Policy and Standards; and to assist agencies and institutions in their efforts to analyze and implement these technical solutions in a productive and cost-effective manner.

Introduction

In September of 1995, Governor Philip E. Batt gathered state agency representatives and respective constituency groups to review the directives of an earlier statewide information technology-planning document, "Telecom 92: Connecting Idaho to the Future."

Governor Batt requested participants of the *InfoTech Task Force* to determine what had been accomplished, what needed to be completed, and where the State of Idaho wanted to go in its strategic IT planning efforts.

This group met over the next two months and produced the Info Tech '96 Task Force Report, outlining a philosophy of central IT coordination and recommending a governance structure for the State of Idaho to effectively use emerging information technologies for delivery of government services to its citizens.

Statutory Authority

Early in 1996, House Bill 661 passed in the 53rd Idaho Legislature and provided the governance authority and funding mechanism required for the establishment of the Information Technology Resource Management Council. The first order of business was to appoint the sixteen members of Council (ITRMC); and fill positions for the four-member support staff, the ITRMC Project Team. Statute dictated the sixteen members represent various stakeholders including, state and local government, the Legislature, public safety, education, private industry, and rural communities.

The statute also outlined the general duties of the ITRMC.

From statute, *the Council Shall*:

- (1) Review and evaluate the information technology and telecommunications systems presently in use by state agencies;
- (2) Recommend policies and prepare statewide short-range and long-range information technology and telecommunications systems plans to meet the needs of state agencies;
- (3) Within the context of its strategic plans, establish statewide information technology and telecommunications standards, guidelines and conventions that will assure uniformity and compatibility of such systems within state agencies;
- (4) Recommend and coordinate the use and application of state agencies' information technology and telecommunications resources;
- (5) Review and approve large-scale information technology and telecommunications projects for state agencies;
- (6) Review state agencies' compliance with statewide information technology and telecommunications systems plans;

Introduction, continued . . .

- (7) Recommend cost-efficient procedures for state agencies' acquisition and procurement of information technology and telecommunications systems;
- (8) Upon request, provide technical expertise to state government and any other governmental entity;
- (9) Maintain a continuous and comprehensive inventory of information technology and telecommunications systems within state agencies;
- (10) In accordance with statutes governing the availability or confidentiality of public records and information, establish guidelines for the accessing of public information by the public;
- (11) On an annual basis, publish a report of the activities of the council for provision to the governor and the legislature;
- (12) Recommend the enactment or promulgation of any statutes or rules necessary to carry out the statewide information technology and telecommunications systems plans;
- (13) Enter into contracts for professional services and assistance not otherwise available in state government;
- (14) Encourage and promote the development and growth of the information technology industry in the state in accordance with sound business principles and practices;
- (15) Encourage and promote cooperative information technology efforts and activities between the state, private enterprise and the public;
- (16) Encourage and support education and training opportunities relating to information technology and telecommunications; and
- (17) Perform any additional functions consistent with the purpose of this act which are necessary and appropriate for the proper conduct of the council.

A Look Back, IT Coordination ...

Historical accounts show IT coordination attempts have occurred over a span of 15 years within Idaho state government. In 1979, Governor John Evans issued an Executive Order, which created a Governor's Management Task Force. The Task Force was charged to provide an approach to statewide reorganization of government's information processing function. It was also proposed that a Department of Information Systems be created. At the time, the requested total funding required to establish the department was \$2.6 million.

The Task Force proposals were eventually dropped due to lack of funding and, in 1982, the Division of Information Technology was established under the Department of Administration.

After further funding cuts, lack of IT resources in place, failed attempts by volunteer panels to review agency IT plans, one-person offices with no clear responsibilities or no authority, the first serious initiative toward coordinated IT efforts began in earnest in 1992.

The *Telecomm '92 Task Force* was formed and produced a planning guide. It was recommended a restructuring of existing information resource functions and the creation of an advisory board. ITAC, the *Information Technology Advisory Council*, was created by Statute and was charged with advising the Department of Administration on IT issues. Though the Advisory Council examined a number of critical IT issues, it had no authority to set policy, and was simply advisory.

In 1995, Governor Phil Batt sought evaluation of the Telecomm '92 planning document and a 30-agency member committee was organized, the InfoTech '96 Task Force. From its recommendations, the ITRMC was created and given governance authority through HB 661. Its first meeting was in May of 1996.

State of Idaho IT Investment Today

At the end of FY97, there were 805 IT positions within Idaho state government and the overall IT investment totals approximately \$123 million. Of that total, \$27 million represents capital costs; \$34 million, personnel costs; and \$62 million in operating costs.

ITRMC Members

GUBERNATORIAL APPOINTMENTS (8)

CHAIRMAN (1)

Department of Administration, Pam Ahrens - 334-3382
P.O. Box 83720
Boise, Idaho 83720-0003

EXECUTIVE AGENCY OFFICERS (2)

Department of Transportation, Dwight Bower/*Keith Bumsted - 334-8807
P.O. Box 7129
Boise, Idaho 83707-1129

Department of Health and Welfare, Linda Caballero/*Jim Wilson - 334-5500
P.O. Box 83720
Boise, Idaho 83720-0036

PUBLIC SAFETY OFFICIAL (1)

Department of Law Enforcement, Robert Sobba/*John Lewis - 884-7003
P.O. Box 700
Meridian, Idaho 83680-0700

AGENCY INFORMATION SYSTEMS MANAGER (1)

Rob Spofford, Department of Water Resources, MIS Manager - 327-7918
(Geographic Information Systems)
1301 N. Orchard
Boise, Idaho 83706-2237

REPRESENTATIVE FOR RURAL INTERESTS (1)

Cindy Siddoway, W. Jefferson School Dist. - 663-4542 (WK) 663-4585 (HM)
1055 North 1700 East
Terreton, Idaho 83450

LOCAL GOVERNMENT - CITY/COUNTY (1)

Dan Chadwick, Executive Director, Idaho Association of Counties - 345-9126
*Lorna Jorgensen
700 West Washington
Boise, Idaho 83702

ITRMC Members, continued...

INDUSTRY IT EXECUTIVE (1)

Raymond V. Sasso, Jr., VP & Chief Information Officer -- 389-7207
JR Simplot Company, P.O. Box 27
Boise, ID 83707-0027

JUDICIARY APPOINTMENT (1)

John Peay, Assistant Director of Information & Management Systems
334-3868, Idaho Supreme Court, *Corrie Keller -- 334-2248

ELECTED OFFICER APPOINTMENT (1)

J.D. Williams, State Controller/*Hal Turner -- 334-3100
Office of the State Controller
P.O. Box 83720
Boise, Idaho 83720-0011

LEGISLATIVE APPOINTMENTS (4)

Senator Hal Bunderson -- 888-7156
582 River Heights Drive
Meridian, Idaho 83642

Senator Clint Stennett -- 726-8106 (HM) 788-4504 (WK)
P.O. Box 1340
Ketchum, Idaho 83340

Representative Paul Kjellander -- 322-6954 (HM) 385-3752 (WK)
11745 Daniel
Boise, Idaho 83713

Representative Bert C. Marley -- 254-3586 (HM) 254-3711 (WK)
8806 S. Old Highway 91
McCammon, Idaho 83250

STATE BOARD OF EDUCATION (1)

Dr. Gregory Fitch, Executive Director/*Candace Wheeler -- 334-2270
P.O. Box 83720
Boise, Idaho 83720-0037

ITRMC Members, continued...

SUPERINTENDENT OF PUBLIC INSTRUCTION (1)

Dr. Anne C. Fox, Superintendent of Public Instruction

*Rich Mincer – 332-6973

P.O. Box 83720

Boise, Idaho 83720-0027

***Designated Alternates (Non-Voting)**

Identified Idaho Information Technology Issues

At the first meeting of the ITRMC held May 29, 1996, key information technology issues facing Idaho State government were identified by Council members. The issues were placed in the following key categories:

Infrastructure

- Electronic Mail
- Network Consolidation
- Internet Access and Security
- 7x24 Hour Service
- Public Safety Communication
- Postal Services

Processes/Resources

- Budget/Procurement
- Money
- People
- Project Approval Process

System Administration

- Year 2000
- Data Center Consolidation

Data Administration

- Virtual Database
- EDI/EBT/EFT (Electronic Commerce)

Application Development

- GIS (Geographic Information System)
- Document/Record Management
- Enterprise Application Development

Identified Idaho Information Technology Issues, continued...

After discussion and collaboration with state agencies, the Council identified the most significant IT issues challenging Idaho State government and ranked them in priority order, one being most crucial:

1. Budget/Procurement
2. Year 2000
3. Electronic Mail
4. Internet Access and Security
5. Network Consolidation
6. Public Safety Communication
7. EDI/EBT/EFT (Electronic Commerce)
8. Data Center Consolidation
9. GIS
10. Virtual Database

Not unnoticed was the fact that four of the top ten issues were considered information technology *infrastructure*, an issue that was at the forefront of the Info Tech '96 Task Force Report. Specifically, the Info Tech '96 Task Force Report recommended the infrastructure be "centrally coordinated" for utilization by all agencies of state government.

Council Subcommittees, Task Forces & Recommendations

The ITRMC's responsibility of setting policy and establishing standards for effective IT utilization in Idaho State government is achieved through collaborative efforts. Once key IT issues were initially identified in early 1996, , the Council organized Subcommittees and Task Forces to specifically address these issues and make recommendations.

Task Forces/Subcommittees

The Council, with support from the Project Team, established Subcommittees, related Task Forces and Subgroups. These groups are given specific direction by the Council, and in turn, provide status and follow-up reports on a regular and continuing basis.

The subcommittees and related task forces, are reflective of the collaborative spirit encouraged in both the InfoTech '96, and the earlier Telecomm '92, IT planning processes. The groups work diligently to discuss, gather information and make recommendations as to how these critical IT issues should be addressed.

First the Council established a subcommittee to write a strategic plan for the ITRMC. Other subcommittees were organized to look at such issues as the **Year 2000**, **Public Safety and Emergency Communications**, **Geographic Information System (GIS)** coordination; and **Electronic Commerce**.

The Project Team works closely with all state agencies as requested by respective agencies, or at the direction of the Council. The team's intent is to work cooperatively across agency boundaries, pursue aggressive purchasing strategies, and help agencies reduce duplicative efforts. Additionally, the Project Team acts as a central resource for agency IT managers.

ITRMC Strategic Plan Subcommittee

Beginning with meetings in June of 1996, the Strategic Plan Subcommittee began the process of putting together a guiding document for the Council in achieving the planning approach and direction consistent with the Info Tech '96 Task Force and, as outlined by Governor Batt in his formal charge to the Council.

Subcommittees, Task Forces & Recommendations, continued...

Following are the ITRMC Strategic Plan Vision and Mission Statements, and three Goals as prepared by the ITRMC Strategic Plan Subcommittee, and adopted by the Council on December 12, 1996. *The complete version of the ITRMC Strategic Plan can be found in Appendix I.*

Vision

Assure standardized, effective, and efficient statewide access to information and services.

Mission

ITRMC will develop and implement a comprehensive statewide information technology infrastructure to enhance the delivery of accurate, timely, and appropriate services for Idahoans while increasing their economic vitality.

Goal 1

Use information technology to enhance government's capability to serve its citizens more responsively and cost effectively.

Goal 2

Create, oversee, and maintain a dynamic, comprehensive information technology resource management plan and establish principles and parameters by which a statewide information technology infrastructure is developed, coordinated, and managed to maximize the cost-benefits to the taxpayers.

Goal 3

Promote the development and diversification of Idaho's economy through the use of information technology.

Subcommittees, Task Forces & Recommendations, continued...

Year 2000 Task Force

At its first meeting in May of 1996, the Information Technology Resource Management Council recognized the urgency of effectively addressing the Year 2000 computing dilemma on a statewide basis by forming a Y2K Task Force. The task force quickly prioritized statewide vulnerabilities and began assisting agencies in putting the appropriate processes in place.

During the first months of ITRMC involvement, the primary focus of the Y2K Task Force was creating awareness and developing an assessment process for state agencies to utilize in addressing the Y2K issue. The Task Force, in cooperation with agency Y2K subject matter experts, developed an estimate; by agency and by application, that identified the potential financial impact of the issue, and reinforced the need for ongoing development and maintenance of the IT Resource Summary.

Total financial impact was initially identified at \$40,000.000. Once Y2K computing issues were evaluated in the context of normal attrition of systems and applications or through remedial funding and processes already underway, the estimated cost was projected at between \$16 and \$19 million.

ITRMC efforts were evident in the FY98 budget requests with several agencies including the Department of Health and Welfare, the Department of Labor, and the State Controller's Office, all including requests for funding specifically to address the Y2K issue. Additionally, the ITRMC Project Team assisted the Division of Financial Management and the Legislative Budget Office with review of Y2K budget requests.

Public Safety Radio and Emergency Communication Subcommittee

The Public Safety Subcommittee met in early 1996 to review emergency 911 implementation needs and related issues statewide and to facilitate communication between the various local and state government entities responsible for maintaining public safety for Idaho citizens and visitors.

The subcommittee divided into two smaller work groups to address the issues of enhancement of statewide 911 emergency services; and improving the state's coordination and utilization of its statewide radio communications network. The

Subcommittees, Task Forces & Recommendations, continued...

(Public safety goals, continued...)

Subcommittee presented its final recommendations to Governor Batt in October of 1996 based on the following three goals:

1. Provide a framework for accessing universal 9-1-1 service for all Idahoans
2. Develop a plan that provides a comprehensive statewide safety communications network accessible by all levels of government; and
3. Promote minimum standards for 9-1-1 and other public safety dispatchers

ITRMC GIS (Geographic Information System) Task Force

Governor Batt asked the ITRMC to review and make recommendations to either revise or replace Executive Order No. 92-24, establishing the Idaho Geographic Information Advisory Committee and Geographic Information Center. A Task Force comprised of GIS subject matter experts within state, county, and local government met over several months to update the Order which led to the repeal and replacement of No. 92-24 with Executive Order No. 96-24 by Governor Batt on November 22, 1996.

The Order continued the Idaho Geographic Information Advisory Committee representing state departments and agencies but under the direction of the ITRMC. In addition, the GIS Service Center was re-established based on the Task Force recommendations. The ITRMC was also directed to make final recommendations about overall coordination of GIS for the State of Idaho prior to the 1998 legislative session.

ITRMC Electronic Commerce Committee

The ITRMC Electronic Commerce Committee was formed in early December and held its first meeting on December 17. Forty-five representatives from state agencies, banking, health care, business, and industry discussed the current or potential impact of electronic commerce on their operations.

Subcommittees, Task Forces & Recommendations, continued...

(ITRMC Electronic Commerce Committee, continued...)

A consensus building approach resulted in the decision to move ahead with drafting of legislation for introduction during the 54th Legislature on use of electronic signature.

With that in mind, an *electronic signature task force* was formed from within the larger committee and met twice to review draft language.

Another result of the initial meeting was the identification of additional task forces to explore the issue further and develop specific recommendations as necessary. The initial task forces include:

- Strategic Plan for the State of Idaho
- Coordination of Benefits, Consolidated Billings
- EDI for the State of Idaho

Idaho Electronic Signature and Filing Act

Legislation was drafted and introduced on February 16, 1998 before the Idaho Senate State Affairs Committee. *The Idaho Electronic Signature and Filing Act* amends Chapter 23, Title 67, Idaho Code by the addition of new sections, 67-2350, 67-2351, 67-2352, 67-2354, 67-2355, Idaho Code, to permit the use of electronic signatures in filings with public agencies where a signature is required or used; to permit electronic filings; to define necessary terms; and to make use and acceptance of electronic signatures and electronic filings optional. The bill was unanimously approved by both the Idaho House and Senate of the 54th Idaho Legislature and signed by Governor Batt on March 24, 1998.

Vendor Advisory Committee

The Vendor Advisory Committee to the ITRMC continues to meet on a quarterly basis. The committee is comprised of executives and representatives from leading Information Technology and Communications Services corporations, companies, and businesses in Idaho, including AT&T, U S WEST, GTE, GST, Microsoft, Novell, IBM, ComputerLand, etc.

IT Resource Summary

Information Technology Asset Summary Overview (IT Inventory)

To assist the ITRMC with its governance authority in establishing statewide IT policy, the ITRMC Project Team began the task of pulling together an inventory of state agency IT hardware, software, and human resources.

In the fall of 1996, detailed requests were sent to all state agencies – a process never done before on a statewide basis. Every agency was asked to submit information about the level of expertise in their IT human resources, the number and types of computing devices, applications, and telecommunication hardware. The information was placed in an Access data base and used in the development of current IT Policies and Standards by the Council as part of its long term information technology strategic planning.

Agencies have submitted IT summary information and the Project Team is compiling the data covering ongoing updates of all hardware, software and human resources; and is working to identify all changes that may be required to insure the quality of the data gathered and made available.

The intent is to provide data that is updateable at the source of the information by those who need and can best use the information -- agencies and agency management.

By the end of 1998, the Project Team estimates the accuracy and detail of the information will be at a level to provide excellent assistance in continued development of statewide IT policy. By mid-year 1998 the information and data will be available via secure Internet site.

The Resource Summary contains detailed information on the state's substantial IT investment in the following areas:

- Desktop Hardware and Peripherals
- Servers, Minicomputers and Mainframes
- Software (Operating and Desktop)
- Network Hardware Resources
- Telephony Hardware and Peripherals
- Video and Transmission Systems
- Human Resources w/level and scope of expertise

IT Resource Summary, continued...

Key Strategic Questions Asked of State Agencies

- What desktop applications are we running?
- What level of desktop computing is being utilized?
- How fast are we turning it?
- What topologies are we trying to support?
- Where our highest skill sets?
- How do we get them focused at the problem?
- What skill set do our systems require?
- Are requirements and skills matched?

(Information Used as Guide in Establishment of ITRMC Policy and Standards)

State PC's and the Year 2000 Issue

As of Dec. 10, 1997, the summary of reporting agencies shows a total of 15,070 general purpose personal computers. Of that number, 1,860 are 286 and 386 class computers; 99 are 286/386 notebook PCs, and 812 are 486 Pentium notebooks; and 4,232 are 486 class PCs. Also included in the total are 1,154 Macintosh personal computers; 5,287 Pentium 100s class PCs; and 1,012 Pentium 200s class PCs.

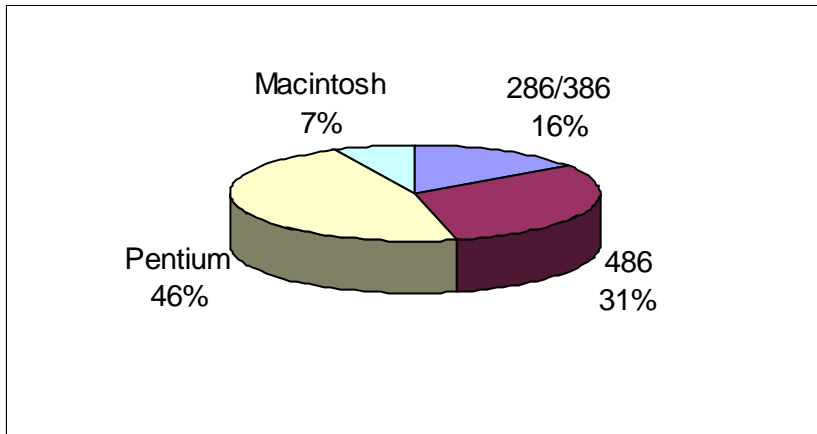
An issue of major concern is whether or not the state's personal computers are compliant to the Year 2000. The majorities of the state's 15,075 personal computers are not Y2K compliant, but are upgradeable, with the exception of about 2,000 older PCs. DOS-based 5.0 or earlier operating systems running Windows 3.1, or the Windows 95 upgrade, are not Y2K compliant. Full version installs of Windows 95 are compliant. As machines are replaced, 286's and 386's will most likely be made available to Idaho school districts, etc.

The resource summary also shows that within higher education (all colleges and universities) older models of 286 and 386 PCs in use represent only 14 percent of the total which includes 48 percent 486s; and 38 percent, Pentium models. Within state agencies the PC percentages show 16 percent 286 and 386 models in use; 35 percent 486s; and 49 percent Pentiums. Pentium machines are already Y2K compliant or easily upgradeable with some models offering free upgrades via the Internet. 90 percent of the 486's are upgradable; but 286 and 386 machines are not.

IT Resource Summary, continued...

Personal Computers in Use, State of Idaho

286/386	486	Pentium	Macintosh
2553	5009	7577	1171



The 286/386 processors, for the most part, should be replaced by the year 2000. For the machines that are still in use January 1, 2000, should only be used for non-critical purposes. Applications pull the date from the computers internal clock, if the clock is not Y2K compliant then the application will not be either. 286/386 general purpose PCs are not Y2K compliant and cannot be upgradable. On the other hand 486 and earlier Pentium, more than likely, are not Y2K compliant but should be upgradable. For the 7 percent of Macintosh PC, and newer Pentiums are Y2K compliant. When assessing general purpose PCs for Y2K compliance it is essential to look at all variables, hardware, operating system, and applications.

State PC Use and Current Industry Resource Trends

WordPerfect and Microsoft Word are the two predominate word processing software applications presently in use by Idaho state government employees. The IT Resource Summary shows employees use WordPerfect (55 percent); and Microsoft Word (45 percent). According to *PC Data*, current industry trends show Microsoft Word the most popular software application at 62 percent with WordPerfect utilization at 34 percent. The industry trend for desktop operating systems indicates 63 percent utilization of Windows 95. This compares to Idaho state operating system utilization of 28 percent. This is due to a slow migration from DOS. The state is approximately 3 to 5 years behind in its desktop applications, the IT Resource Summary further shows. With training, and continued upgrade of systems, the state will catch up with industry trends.

Collaborative Efforts

A major issue identified in both the *Info Tech '96 Task Force Report*, and focused upon in the enabling Statutes of H.B. 661, was the duplication and redundancy of the State's IT resources. The Council worked with its Membership and the Project Team to identify where collaborative and shared approaches to IT use made sense within state government, and where they did not.

Gathering input from agency IT professionals and under Council direction, the Project Team began development of an Idaho Information Technology Resource Management Plan (*Idaho IT Plan*). The ITRMC will be expected to adopt, oversee and maintain the Plan. Key policy elements of this evolving, working document, as recommended in the InfoTech '96 Task Force Report, should support the following concepts:

- Above all else, institute and follow the philosophy of retaining local control of specific applications, while stressing central coordination of the technology infrastructure.
- Build and run applications (the way information technologies are used in the processes of government) on a shared statewide technology infrastructure. (See Figure below, for a graphical representation of this concept.)

Figure 2.
Examples of Applications (vertical) Built on Layers of Shared Infrastructure (horizontal)

Licensing	Tax Filing	Distance Learning	Welfare Services	Accounting	Public Safety	Vehicle Reg.
Internetwork Delivery Mechanism for Applications (Internet, intelligent agents, info services, video links)						
Internetwork Protocols & Utilities for Interoperability (standards, routing, billing, audit, etc.)						
Wide Area Networks (global access)						
Local Area Networks (local access)						

Collaborative Efforts, continued...

- Prioritize access to this shared statewide infrastructure so that public safety and emergency service communications take precedence over other uses in emergency situations.
- Coordinate and share fiscal, capital and human resources throughout all state agencies to alleviate duplication without jeopardizing the reliability or stability of the technology infrastructure.
- Wherever feasible, buy services from private industry, instead of building state-owned infrastructure. Placing government in the role of “anchor tenant” can enhance the customer base that entices private investment and competitive pricing.
- Adopt and adhere to industry standards so Idaho - with greater flexibility and less fiscal trauma - can take full advantage of emerging technologies.
- Focus information technology investments on the core business objectives government expects to achieve by making development strategies out-come based.
- Protect the confidentiality, accuracy and integrity of government-held information through carefully developed policies governing access to and use of such information.

To formally begin this process, the ITRMC Project Team began its **review of all Agency Requests for Proposals (RFP's) and budget Decision Units** to identify potential IT project redundancies and to assure compliance to overall ITRMC statewide infrastructure strategy. This review process had never been done before on a statewide basis. All projects were also evaluated against agency strategic plans on file with the Division of Financial Management.

Whenever an opportunity for collaboration between two or more agencies can be identified, the ITRMC works diligently to bring respective department and division representatives together. Primary efforts are focused on telecommunication, long distance services, Local and Wide Area Networks (LAN/WAN), management software, operating systems and associated desktop efficiency applications, and videoconferencing.

Information Technology Infrastructure

The ITRMC Project Team, in its IT planning research, found no coordinated approach, nor application on a statewide basis, of the State of Idaho's information technology and communications network resources. Instead, the process was one of many segregated, tactical solutions implemented on a case-by-case basis. Several statewide network and/or telecommunications systems were operating simultaneously to handle the IT needs of specific agencies.

Separate and distinct systems were found at *major* state agencies such as the Department of Health and Welfare, Idaho Department of Transportation, the Department of Law Enforcement, the Idaho Tax Commission, the Department of Fish and Game, the Idaho Lottery, and the Department of Corrections.

The Department of Administration maintains and operates network services for many agencies. In addition, the Department of Administration maintains Idaho's statewide Wide Area Network CMFONI (Capitol Mall Fiber Optic Network of Idaho); access to the State of Idaho's presence on the Internet, and the state's Public Safety microwave system serving all geographic areas of the state.

The Council is seeking more effective utilization of the state's microwave system backbone. Currently, the Department of Administration, Idaho Public Television, and the College of Southern Idaho each maintain separate facilities, equipment, and sites along the same microwave network. These networks not only connect the same towns, but in many cases, the same buildings in Couer d'Alene, Lewiston, Boise, Twin Falls, Pocatello, and Idaho Falls. The north-south portion has been recently upgraded for digital capabilities. The completion of the east leg of the system is dependent upon funding.

Following the philosophy outlined in the *Info Tech '96 task Force Report*, the ITRMC is endeavoring to maximize the use of the network as a shared resource. Throughout 1997, efforts included the establishment of policies governing standardization of IT hardware and software. Agencies were also guided toward utilization of common circuits, and the ITRMC began its work on overall statewide, network management planning.

Aggressive Purchasing Strategies

Establish Statewide Contracts

Wherever possible, the State of Idaho should aggregate its IT requirements and utilize the purchasing power of the state as a whole. The state must continue to identify those products and services best suited to purchase via established statewide contracts.

Wherever significant costs savings and efficiencies are evident, the state should consolidate these products and services under statewide contracts, emphasizing the importance of managing these vendor contracts on a regular basis. For information technology alone, the cost benefits are substantial. Products, services, maintenance, consulting services, etc., are all possible targets for statewide contracts.

Major Contracts

- IntraLATA Long Distance
- InterLATA Long Distance
- State Microcomputer Contract
- Novell Network Products
- Microsoft Software Products
- Netscape Software
- Telecommunications Circuit Inventory
- U S WEST Centron Services
- GTE Centranet Services
- Internet Access Services
- Software Advantage for Workstations
- Video Conferencing Systems
- Wireless Services
- Microcomputer Software Training

Master License Agreements (MLAs)

Working in cooperation with the Division of Purchasing, the ITRMC put in place Master License Agreements with major IT vendors, Microsoft and Netscape, each significantly reducing the cost of software and time for purchase and installation. *Estimated Savings of \$2.25 million (annualized)*

Aggressive Purchasing Strategies, continued...

Master License Agreements (MLAs), continued

As with statewide contracts, the state must expand its use of Master License Agreements, providing rate protection to the state for a defined period of time. These MLAs also provide an environment where the state becomes a better customer to the vendor, by defining levels of vendor service and performance, while creating a simple method of doing business.

Public Agency Clause – All Tax-Payer Supported Agencies Can Participate

In both statewide contracts and MLAs, the State of Idaho should include a public agency clause enabling other tax-supported entities to enjoy the same cost-savings created by the agreements. This is good business for the State, as the volumes generated by their use is aggregated over time, and used to renegotiate the agreements.

This process not only saves agencies money via lower pricing, but speeds the process and allows state worker to move on to more important projects. ITRMC also attaches an “agency clause” to contracts when it is an advantage to do so. This allows any tax-supported entity to purchase via the contract and utilize the state’s buying power.

Policy Development

97-01 Information Technology (Established April, 1997)

Summary: This policy defines statutory basis for ITRMC, objectives and scope for information technology (IT) standards, exemption process, and use of the policy. It further defines some basic information technology standards, industry standards, and begins the definition of a broad framework of standards to come.

Benefit: This creates the baseline definition for ITRMC relative to information technology architecture, standards, policies, etc. By defining scope, intent, and exemptions, etc., it allows any agency to readily understand the intent and direction of the information technology policies in the State.

97-02 IT Planning Process (Established April, 1997)

Summary: This policy defines statutory basis for ITRMC, relative to IT planning process. It defines the process relative to timing, form, content, procedures, and the interaction between State agencies and ITRMC.

Benefit: This policy creates a common and consistent IT planning methodology for all agencies, and streamlines the review process – both for the agencies and ITRMC. It further ensures that all facets of IT projects proposed – benefits, costs, risks, resources, project management plan, et al – are considered prior to adoption.

97-03 Telecommunications Switching and Long Distance Services (Established April, 1997)

Summary: This policy defines the central coordination and management of statewide switching and long distance telecommunications services. It includes functions such as installation and maintenance of switches and cable plants, as well as all moves, adds and changes to voice and switching systems.

Benefit: This policy reduces operating costs by utilizing the expertise at the Department of Administration for system design, connectivity, installation, and maintenance of voice and communications switches. It also provides economies by managing statewide contracts for statewide switching and long distance services.

97-04 Connectivity and Transport Protocols (Established April, 1997)

Summary: This policy creates a solid foundation for system to system connectivity, application data sharing, data communications, and by doing so, reducing overall operating costs. It defines standard protocols, which will support

Policy Development, continued...

97-04 Connectivity and Transport Protocols, continued

important statewide technology implementations such as email, electronic commerce, and others.

Benefit: The policy reduces the number of protocols required for connectivity in the state, thereby significantly reducing operating costs. It further simplifies data and system communications projects through the adoption, implementation, and enforcement of de-facto industry standards.

97-05 Wide Area Networks (WANs) (Established November, 1997)

Summary: This policy defines the centralized coordination and management of statewide WANs, including services relative to provisioning parts, preventive and remedial maintenance, design and configuration consulting. It also requires State agencies to utilize the Department of Administration's statewide hardware and service contracts for WAN services.

Benefit: This policy supports the ITRMC model of agencies sharing common resources, support and expertise. It reduces operating costs by minimizing the number of support personnel, and reducing the inventories required to maintain the state's WANs. It also allows the Department of Administration to assist a narrower range of products with a higher expertise.

DRAFT POLICIES (*Pending Council Approval*)

➤ Standardization

- Network Operating Systems
- Electronic Mail
- Network Management Tools
- WEB Design Tools
- Network Support Tools

Summary: The State of Idaho currently attempts to support an inordinate number of Network Operating Systems, Electronic Mail systems, Network Management Tools,

Policy Development, continued...

Draft Policies, Standardization, continued

WEB Design Tools, and Network Support Tools. The State of Idaho needs to develop standards (and in some cases product labeling) for these products. It is impractical to support the breadth of these products currently installed.

Benefit: Invoking these standards will allow the state's limited technical resources to focus on solving business problems, not compatibility and ever-increasing technical issues. A knowledge pool then can be created, and provide assistance statewide, spanning agency boundaries.

➤ **Agency IT Project Planning Templates**

Summary: In support of ITRMC Policy 97-02 (see Policy Development), a common template is being developed to aid agencies in their respective IT planning efforts.

Benefit: The template will allow agencies to maintain a common view of their information technology plans – year to year, and provide a common basis for review by ITRMC. This will also allow easier aggregation of costs and projects for contracting and strategic planning.

➤ **Information Security**

Summary: The rapid advancement of technology relative to wide area networks (WANs), internet and intranet, WEB based applications, electronic commerce, etc., makes it imperative that the State redefine standards relative to data security and data access. The ITRMC is working on the framework of such a policy.

Benefit: In order to ensure personal privacy, system security, data and fiscal security, and to comply with existing laws, Idaho will benefit greatly with such a policy.

➤ **Document Management**

Summary: A requirement exists for standards and implementation guidelines relative to the high impact technologies implicit in document management -document imaging, text management, workflow, etc.

Benefit: There are very large cost savings and productivity gain involved with the implementation of document management technologies. However, like email and communications protocols, a well conceived document management strategy and set of standards is required to facilitate interagency communications, and in order to facilitate other productivity related technologies.

Ongoing IT Issues for the State of Idaho

Year 2000

The year 2000 computer date conversion issue was identified as a top IT challenge facing Idaho State government at the ITRMC's first meeting in May of 1996. Rob Spofford, Council Agency MIS Representative, chaired the ITRMC Year 2000 Subcommittee which later evolved to the Y2K Project Team. The Y2K Project Team was formed with representatives from key state agencies; and Y2K project managers specifically identified in state departments, divisions, and bureaus. The year 2000 is an ongoing ITRMC meeting agenda item.

Early key (ongoing) actions include:

- Formed a year 2000 (Y2K) Project Team to work with agencies.
- Requested and received an opinion from the Attorney General's office regarding vendor liability.
- Creating awareness and a sense of urgency before various agency groups, universities, local government, and the business community.
- Providing Y2K information through State of Idaho Homepage on the Internet, newsletters, newspaper articles, and to Idaho Public Television viewers.
- Adoption of the ITRMC Y2K Management Plan, March 19, 1997, initiating an Agency Y2K project reporting process to track individual agency Y2K projects. Agencies submit monthly status reports to *ITRMC*. The majority of Project Team efforts center around those projects deemed critical (financial and/or public safety) to statewide operations.

Data includes budgetary progress and potential risk projects. All agencies are submitting reports that provide estimated total costs and time frames for compliance.

Mission critical projects include:

- SCO - STARS
- SCO - EIS
- DHW – EPICS

Ongoing IT Issues for the State of Idaho, continued...

Year 2000, continued

- DHW - FISCAL
- DHW - ENERGY ASSIST.
- DHW - ISCES
- ADM - Capital Mall Security
- DLE - Message System
- DLE - VAX Legacy Systems
- DOC - Security Systems
- LANDS – Hazardous Materials System
- DOL - Benefit Pay System
- DOL - UI Tax System
- DOL – Employee Service Program
- IDWR - Quake/Flood System
- TREAS - Investment Portfolio
- ADM - Public Safety and Emergency Communications Services
- ADM - WAN Services

(ongoing Y2K projects, continued)

- Y2K services contract agreement negotiated with COMSYS, Inc., to build a business unit to address the state's year 2000 problems and package services to fit state agency needs in assessment and remediation
- 'Y2K Swat Teams' organized to deliver desktop and LAN Y2K Assessment and Compliance Services statewide. Training provided to selected university students, working with COMSYS. At the request of ITRMC, an audit process also put in place for use by state agencies. The audit services address awareness, assessment, remediation, and testing, providing specific actions and recommendations for the end technology students;
- The *ITRMC* Project Team working with DFM to re-define the IT budget process relative to Y2K.
- State of Idaho Y2K Web Page designed and operating and includes generic Y2K fixes, contact names, and phone numbers, and links to other key Y2K resources.

Ongoing IT Issues for the State of Idaho, continued...

IT Recruitment, Retention and Training

Under the auspices of the ITRMC, and at the request of Governor Philip Batt, a meeting of the Governor's executive cabinet level team was held on August 12, 1997 to address the serious issue within Idaho state government of IT personnel recruitment and retention. As a result of the meeting, IT training of state employees was identified as a major need, and a pilot plan was developed and presented to the Director's IT Training Task Force.

The pilot project concluded in February 1998, and received excellent reviews. With continued funding through the Department of Labor, a new program, ITTP, replaces several older state contracts, and will deliver professional development training statewide. The new program will become available for use, effective May 1, 1998.

The Department of Labor provided approximately \$100,000 toward the pilot with the funding being used to assist agencies with costs of training, curriculum development, and evaluation. The Director's IT Training Task Force recommended, and the Governor's budget included, \$375,000 in the ITRMC budget to facilitate training of IT resources in FY 99.

IT Resource Summary

Agencies have submitted IT summary information and the Project Team is compiling the data covering all hardware, software and human resources statewide; and is working to identify all changes that may be required to insure quality data is available. The intent is to provide data that is updateable at the source of the information by those who need and can best use the information -- agencies and agency management.

(The Project Team anticipates having the data available via a secure Internet site by the end of April 1998. Information is currently available by contacting the Project Team).

The Project Team is also using the information to assist in formulation of policy and planning for ITRMC. When complete, the summary will include information about:

- Desktop Hardware and Peripherals
- PC Servers, Minicomputers and Mainframes
- Software (Operating and Desktop)
- Network Hardware Resources

Ongoing IT Issues for the State of Idaho, continued...

IT Resource Summary, continued

- Telephony Hardware and Peripherals
- Video and Transmission Systems
- Human Resources w/level and scope of expertise

Agency IT Planning, Risk Assessment

In a letter to the ITRMC, dated January 21, 1998, Governor Philip Batt requested the Council to formalize the following recommendations (*presented to his office by ITRMC on Dec.18, 1997*); and to incorporate them into an action plan along with necessary budget:

Governor's Recommendations:

- 1) Develop a comprehensive Risk Assessment methodology and procedures for use by Idaho state agencies;
- 2) Perform a comprehensive assessment of existing (ongoing) contracts and vendors; and
- 3) Conduct a thorough review of present Agency IT project management processes

Proposed Legislation

To further strengthen the ITRMC governance in approval of large-scale IT projects, Governor Batt also recommended that current ITRMC Statute be amended to require agencies to complete a project risk assessment prior to ITRMC approval of such projects.

Legislation was drafted, (**SB1495**), and reviewed by the Council and a smaller legislative review work group prior to introduction on February 16, 1998, before the Idaho Senate State Affairs Committee. Both the Idaho House and Senate approved (SB1495) and Governor Batt signed the legislation on March 20, 1998, effective July 1, 1998

As outlined in above **Recommendation 1**), the ITRMC will develop the comprehensive risk assessment methodology for agency utilization and inclusion as part of agency project information provided to the ITRMC when seeking approval.

Ongoing IT Issues for the State of Idaho, continued...

Electronic Commerce

The ITRMC Electronic Commerce Committee was formed in early December, 1997, and held its first meeting on December 17. Forty-five representatives from state agencies, banking, health care, business, and industry discussed the current or potential impact of electronic commerce on their operations.

A consensus building approach resulted in the decision to move ahead with drafting of legislation for introduction during the 54th Legislature on use of electronic signature. With that in mind, an *electronic signature task force* was formed from within the larger committee and met twice to review draft language. Another result of the meeting was the identification of additional task forces to explore the issue further and develop specific recommendations as necessary. The initial task forces include:

- Strategic Plan for the State of Idaho
- Digital Signature Legislation
- Coordination of Benefits, Consolidated Billings
- EDI for the State of Idaho

Idaho Electronic Signature and Filing Act

Legislation was drafted and finalized for introduction. **SB1496**, *The Idaho Electronic Signature and Filing Act* amends Chapter 23, Title 67, Idaho Code by the addition of new sections, 67-2350, 67-2351, 67-2352, 67-2354, 67-2355, Idaho Code, to permit the use of electronic signatures in filings with public agencies where a signature is required or used; to permit electronic filings; to define necessary terms; and to make use and acceptance of electronic signatures and electronic filings optional. Both the Idaho House and Senate of the 54th Idaho Legislature unanimously approved the legislation which the Governor signed on March 24, 1998.

Statewide Electronic Commerce Plan

The Project Team over the next few months, will be developing a statewide plan for electronic commerce for ITRMC approval. The plan will need to encompass all agencies and institutions and will require participation at all levels. The Team anticipates having the plan ready for ITRMC review prior to the June 1998 meeting. The ITRMC Project Team is developing an Electronic Commerce home page that can be used to disseminate information to work group/coalition members as well as provide information to the public about electronic commerce in Idaho).

Appendices

I. ITRMC Strategic Plan

ITRMC Project Team Work Plan

Strategic Plan

Information Technology Resource Management Council (ITRMC)

(Adopted December 12, 1996)

Vision

Assure standardized, effective, and efficient statewide access to information and services.

Mission

ITRMC will develop and implement a comprehensive statewide information technology infrastructure to enhance the delivery of accurate, timely, and appropriate services for Idahoans while increasing their economic vitality.

Goal 1

Use information technology to enhance government's capability to serve its citizens more responsively and cost effectively.

Objective 1.1

Establish guidelines for public access to government held information in accordance with rules and statutes governing the availability or confidentiality of public records and information.

Strategy 1.1.1

Evaluate current laws, regulations, and guidelines governing access to government held information to ensure availability.

Strategy 1.1.2

Develop and implement policies and procedures to protect the accuracy and integrity of government-held information.

(Goal 1, continued)

Strategy 1.1.3

Require Executive Branch state agencies and institutions and encourage other units of government to develop and implement a technology plan that coordinates the collection and sharing of like information.

Strategy 1.1.4

Ensure reasonable accommodation for persons with disabilities to state government information technology access points.

Objective 1.2

Utilize the shared statewide infrastructure to enhance lifelong educational and training opportunities.

Strategy 1.2.1

Support the use of technology to provide Idahoans education services when and where they need them.

Strategy 1.2.2

Support the use of technology to maximize productivity and the rate and quality of student learning.

Strategy 1.2.3

Encourage and support education and training opportunities relating To information technology and telecommunications.

Strategy 1.2.4

Determine and support activities that coordinate the use of information technology integrating all educational levels, public libraries, and agencies and organizations outside education.

Strategy 1.2.5

Use technology to enhance state and local government, continuing education, training, and career development.

Strategy 1.2.6

Support initiatives that provide health care providers with information technology access to a hierarchy of specialized medical advice and training.

Strategy 1.2.7

Encourage government agencies and institutions to use telecommunicating for training and conferencing.

Strategy 1.2.8

Utilize distance education technology to meet the increasing demand of citizens to receive post secondary re-training and continuing education.

(Goal 1, continued)

Objective 1.3

Prioritize access to the shared statewide infrastructure so public safety and emergency service communications take precedence over other uses in emergency situations.

Strategy 1.3.1

Evaluate and act upon recommendations of the Public Safety Committee made up of federal, state, county, and local authorities to coordinate, expand, and maximize public safety communications statewide.

Objective 1.4

On an annual basis, publish a report of the activities of the council for provision to the governor, legislature, and citizens of Idaho.

Goal 2

Create, oversee, and maintain a dynamic, comprehensive information technology resource management plan and establish principles and parameters by which a statewide information technology infrastructure is developed, coordinated, and managed to maximize the cost-benefits to the taxpayers.

Objective 2.1

Maintain a continuous and comprehensive inventory of information technology and telecommunications systems within state agencies and institutions.

Strategy 2.1.1

Work with agencies to plan and budget for information systems projects.

(Goal 2, continued)

Strategy 2.1.2

Ensure central coordination of the state technology infrastructure while continuing local control of specific applications.

Objective 2.2

Recommend policies and prepare a statewide information technology and telecommunication systems plan to meet the needs of state agencies and institutions, counties and cities.

Strategy 2.2.1

Develop planning and implementation strategies to ensure the state's telecommunication needs are being met.

Strategy 2.2.2

Review state agencies' and institutions' plans annually.

Objective 2.3

Establish statewide information technology and telecommunications standards, guidelines, and conventions that will assure the cost benefit, uniformity, and compatibility of interagency systems.

Strategy 2.3.1

Evaluate proposed new systems applications to ensure appropriate interoperability and inter-connectivity.

Strategy 2.3.2

Adopt appropriate technical standards and network management policies.

Strategy 2.3.3

Review all proposed procurements to ensure they meet the adopted technical standards and network management policies.

Strategy 2.3.4

Review and approve large-scale information technology and telecommunication projects for state agencies. Review and approve technical policies and standards.

Strategy 2.3.5

Ensure information technology investments focus on core business objectives by requiring agencies to make information technology development strategies outcome-based.

Strategy 2.3.6

Build and run applications (the way information technologies are used in the processes of government) on a shared statewide technology infrastructure.

Goal 3

Promote the development and diversification of Idaho's economy through the use of information technology.

Objective 3.1

Coordinate with and offer assistance to the Idaho Department of Commerce in implementing their goals and objectives for economic development.

Objective 3.2

Encourage and promote cooperative information technology efforts and activities among all levels of government, private enterprise, and the citizenry.

Strategy 3.2.1

Increase public awareness of government services and data available electronically, as well as how and where to access them.

Strategy 3.2.2

Perform periodic reviews of the continuing value, quality, and access to information and services provided.

Strategy 3.2.3

Stimulate private investment in locally available technology and help reduce costs for public access by using state government's presence in each county.

Objective 3.3

Utilize state telecommunication capabilities to partner with business to enhance economic development.

Strategy 3.3.1

Encourage Idaho's public, private, and educational sectors to invest in research and development related to electronic commerce.

Strategy 3.3.2

Encourage the state and those interacting with the state to conduct business electronically.

Objective 3.4

Propose legislation that facilitates the capability of the communications infrastructure to serve the public interests.

Objective 3.5

Increase the technological capabilities of Idahoans by encouraging activities that teach individuals how to use information technology to enhance their work skills and broaden their economic opportunities.

Appendices

II. Statewide Contracts And Services Listing

Appendices

III. Executive Order No. 96-24

*Idaho Geographic Information
Advisory Council*

Executive Order No. 97-17

*Statewide Policies on Computer, the Internet
And Electronic Mail Usage by State Employees*

Appendices

IV. House Bill 661 (ITRMC Governance Authority)

Senate Bill 1495 (Risk Assessment Criteria)

Senate Bill 1496 (Idaho Electronic Signature and Filing Act)

Appendices

V. Acronyms

**Great Moments in IT History
Idaho State Government**

IT Acronyms/Glossary of Terms

ANSI:	<i>(American National Standards Institute).</i> The U.S. standards organization that establishes procedures for the development and coordination of voluntary American National Standards.
ATM:	<i>(Asynchronous Transfer Mode)</i> A high-bandwidth, controlled-delay fixed-size packet switching and transmission system. ATM is also referred to as “cell relay”.
BACKBONE:	A high-speed connection that links many networks.
BANDWIDTH:	The range of transmission frequencies that a network can use. The greater the bandwidth, the greater the amount of information than can travel on the network at one time.
BIT:	An element of a byte than can represent one of two values, on or off.
BRIDGES:	Devices in a LAN (<i>Local Area Network</i>) which will receive, regenerate, and retransmit packets that are addressed to stations other than those attached to the same local network.
BROADBAND:	A transmission method that occurs when the network’s range of transmission frequently is divided into separate channels, with each channel used to send a different signal.
BYTE:	Each storage location within main memory, identified by a memory address.
CD-ROM:	<i>(Compact Disk Read Only Memory)</i> A pre-recorded, non-erasable disc that can store over 650 MB of digital data equal to 250,000 pages of text or 20,000 medium resolution images.
COMPRESSED	

VIDEO:	Video and audio signals converted from regular analog signals to digital signals, making it possible for a network to carry more information.
COMMUNICATION PROTOCOL:	Rules governing transmitting and receiving data between computers and terminals.
DATA NETWORK:	A communications system used for data transmission that has the potential to provide multiple access paths among users.
DIAL-UP:	<ol style="list-style-type: none"> 1. A service feature in which a user initiates service on a previously arrange trunk or transfers, without human intervention, from an active trunk to a standby trunk. 2. A service feature that allows a computer terminal to use telephone systems to initiate and effect communications with other computers.
DISTANCE LEARNING:	An organized system of delivering educational information and materials between two or more geographically separate sites through a variety of transmission modes.
FTP:	<i>(File Transfer Protocol)</i> An Internet protocol that allows for files and programs to be moved or downloaded from one computer to a remote computer.
FRAME RELAY CLOUD:	A form of packet switching technology that allows for the transfer of information at T- or 56K speed.
FULL MOTION VIDEO:	A standard video signal for 30 frames per second and 525 horizontal lines per frame, which is capable of complete action.
GIGABYTE:	<i>(Gb)</i> A measurement of memory space equal to a billion bytes.
ETHERNET:	Ethernet is a standard for using various transmission media, such as coaxial cables, unshielded twisted pairs, and optical fibers.

ENTERPRISE-WIDE: Crossing the boundaries of several or all state agencies and including encompassing a common need or requirement.

FDDI: Fiber Distributed Data Interface. A standard developed by the NIST (*National Institute for Standards and Technology, formerly the National Bureau of Standards*), which support 100 million bit per second data transmission over fiber optic local area networks.

GATEWAY: 1. In a communications network, a network node equipped for interfacing with another network that uses different protocols. A gateway may contain devices such as protocol translators, impedance matching devices, rate converters, fault isolators, or signal translators as necessary to provide system interoperability. It also requires that mutually acceptable administrative procedures be established between the two networks.

2: A protocol translation/mapping gateway interconnects networks with different network protocol technologies by performing the required protocol conversions.

IEEE: IEEE (*Institute of Electrical and Electronics Engineers*) An international engineering society, with more than three hundred thousand members in over 130 countries. Members are technical and scientific professionals with specific interests in the areas of electrical and electronic engineering.

ITU: ITU (*International Telecommunication Union*) A civil international organization established to promote standardized telecommunications on a worldwide basis. The ITUR and ITUT are committees under the ITU. The ITU headquarters is located in Geneva, Switzerland. While older than the United Nations, it is recognized by the U.N. as the specialized agency for telecommunications.

LAN: Local Area Network. The linkage of computers and/or peripherals in a limited area, usually less than two miles, that allows users to communicate and share information.

MAN: Metropolitan Area Network. A data communications network that (a) covers an area larger than a campus area network and smaller

than a wide area network (WAN), (b) interconnects two or more LANs, and (c) usually covers an entire metropolitan area, such as a large city and its suburbs.

MEGABYTE: (*Mg*) A measure of memory equal to one million bytes.

MEGAHERTZ: (*MHZ*) One million cycles per second.

MICROWAVE TRANSMISSION: Sending high frequency radio waves from a tower at one point through the air to a receiving dish at another site.

PROTOCOL: Rules governing transmitting and receiving data between computers and terminals.

ROUTER: A device (*sometimes a specialized computer*) that stores addresses of network hosts and forwards packets of data between networks. For maximum access to the Internet's resources, a local area network needs its own router.

SMTP: Simple Mail Transfer Protocol. The Transmission Control Protocol/Internet Protocol (TCP/IP) standard protocol that facilitates transfer of electronic-mail messages, specifies how two systems are to interact, and specifies the format of messages used to control the transfer of electronic mail.

T1: A digital transmission line that carries data at a rate of 1.544 megabits per second.

T3: A digital transmission line and carrier of 45 mbs bandwidth; one T3 channel can deliver 28 T1 channels or 672 voice circuits used for digital video transmission or for major PBX-PBX telephone interconnection.

TCP/IP: Transmission Control Protocol/Internet Protocol. A set of computer commands that dictate how the computers on the Internet will communicate with each other.

TOKEN RING: A standard network architecture in which a ring topology is passed sequentially from station to station to prevent collision. Only that station processing the token can communicate on the network.

TOPOLOGIES: The ways in which local area networks are designed, wired and arranged, and how the devices connected to the network are able to communicate and to share and exchange information and resources.

TRUNK: 1. In a communications network, a single transmission channel between two points that are switching centers or nodes, or both.

2. [A] circuit between switchboards or other switching equipment, as distinguished from circuits which extend between central office switching equipment and information origination/termination equipment. Note: Trunks may be used to interconnect switches, such as major, minor, public and private switches, to form networks.

WAN: Wide Area Network. A computer network in which widely dispersed computers, such as those among several buildings or across a city or state, are interconnected. WANS make use of a variety of transmission media, which can be provided on a leased or dial-up basis.

Great Moments in IT History, Idaho State Government Presentation to ITRMC, May 96 by Department of Administration

Following, in chronological order, is a listing of attempts at IT coordination spanning a 15 year period with Idaho state government. This information was provided at the first meeting of the ITRMC on May 29, 1996.

1979 – Governor’s Management Task Force

- Created by Executive Order by Governor John Evans
- Recommends an approach to the statewide reorganization of government’s information processing function.
- Proposes the creation of a Department of State Information Systems
- Proposal meets resistance by state agencies and legislature

1982 – Division of Information Services

- Task Force proposal eventually dropped, no funding
- Division of Information Services established under Dept. of Administration
- 3-person office attempts to coordinate statewide DP activities
- Produces a state DP Plan outlined plans of individual agencies

1985 – Informal Review Panel

- Division of Information Services funding eliminated
- 3-person volunteer panel reviews and approves agency DP requests

1987 – State DP Coordinator Hired

- 1-person office established to coordinate agency DP plans
- Responsibilities are fuzzy; no authority
- Position eliminated after 6 months

1988 – Information Resource Management Office

- IRM function results from recommendation of 1987 “ad hoc” JFAC subcommittee
- Staff of three reviews plans, coordinates state IT activities
- Prepares annual report of state DP activities for DFM, LBO, and LAO
- No authority to enforce its recommendations

1992 – Telecomm ’92 Task Force

- National telecommunications consultants hired to conduct study and make recommendations on coordination of IT investments statewide
- Produces planning guide Telecomm ’92: Connecting Idaho to the Future
- Recommends a restructuring of existing IRM function, creation of advisory board

1992 – Information Technology Advisory Council (ITAC)

- 9-member technology advisory council created by Statute
- Charged with advising Director of Administration on IT issues
- Council examines a number of critical state IT issues
- No authority to set policy; simply advisory

1995 – InfoTech '96 Task Force

- Governor Philip Batt seeks re-evaluation of Telecomm '92 planning guide for relevance
- 30 agency officials make three basic recommendations:
 - Re-constitute ITAC into authoritative policy board
 - Charge Administration with implementing statewide IT plan
 - Continue implementation of relevant Telecomm '92 strategies

1996 – ITRMC

- HB 661 creates the Information Technology Resource Management Council
- 16 members representing many interests – state, local, education, industry, legislature
- ITRMC convenes in May of 1996

***Six Phases
In the
Life Cycle
Of IT Projects***

- 1. Wild Enthusiasm**
 - 2. Utter Confusion**
 - 3. Deep Disappointment**
 - 4. Search for the Guilty**
 - 5. Punishment of the Loyal**
 - 6. Promotion of the Uninvolved**
-

For More Information:

You can visit the ITRMC Home Page at: **<http://www.state.id.us/itrmc>**
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